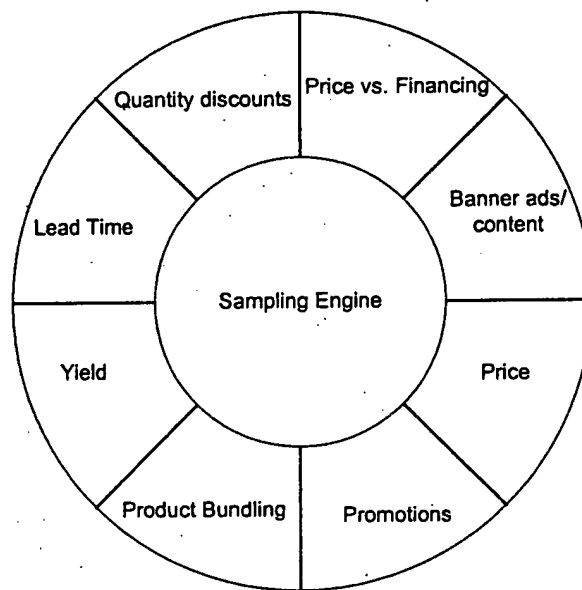
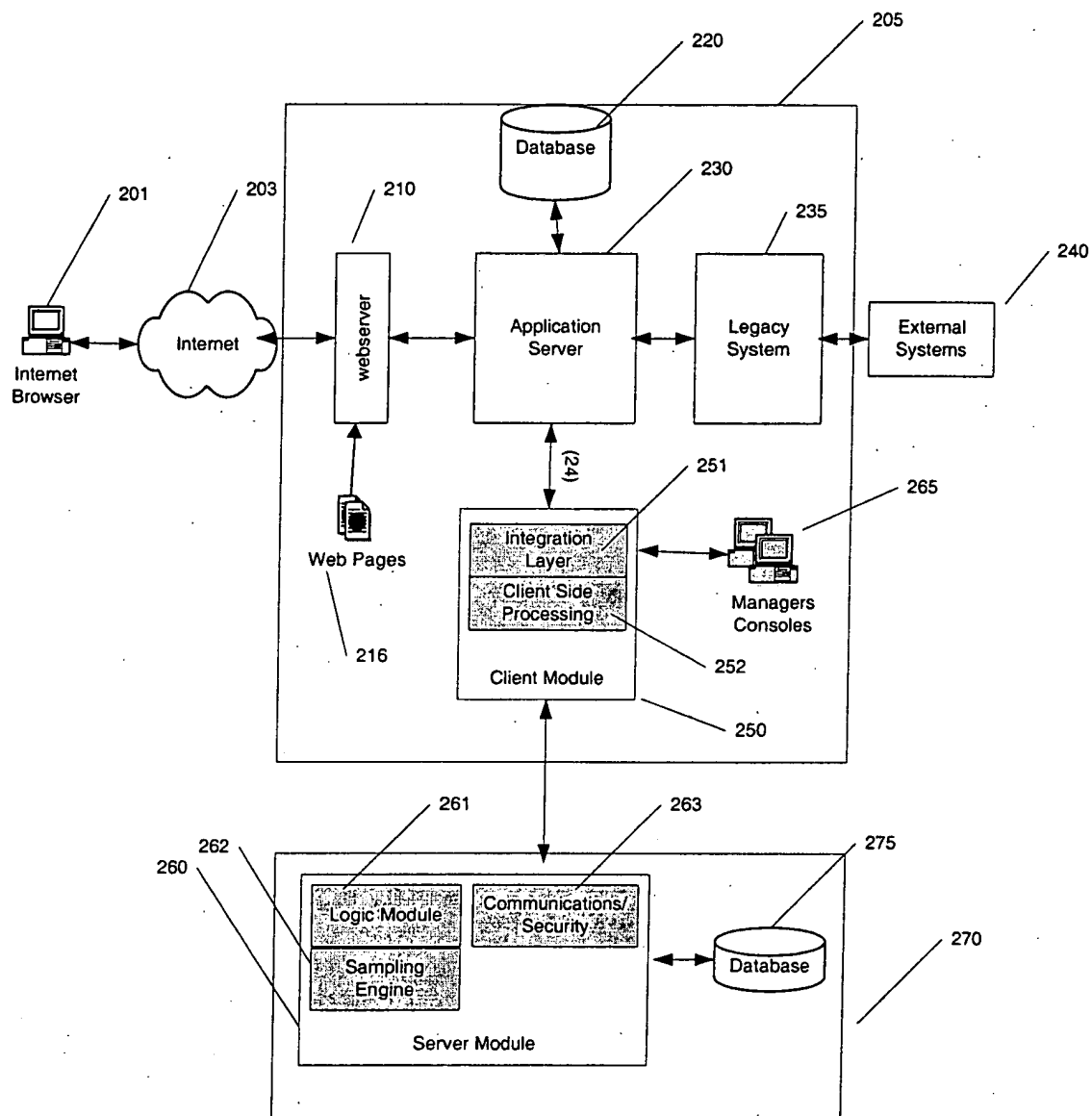


Fig. 1



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Fig. 2



SECRET

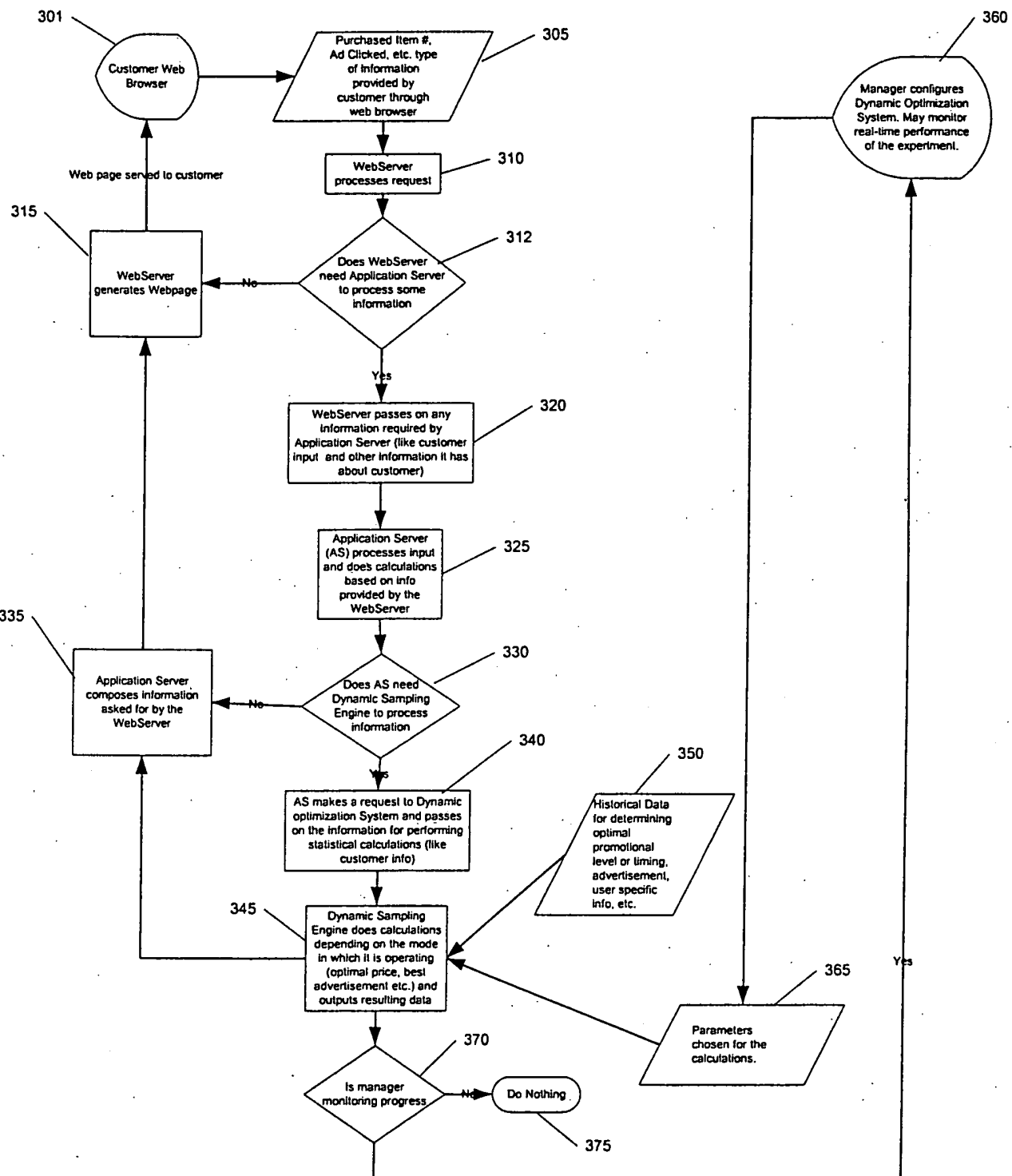


Fig. 3

Customer Retention Flowchart

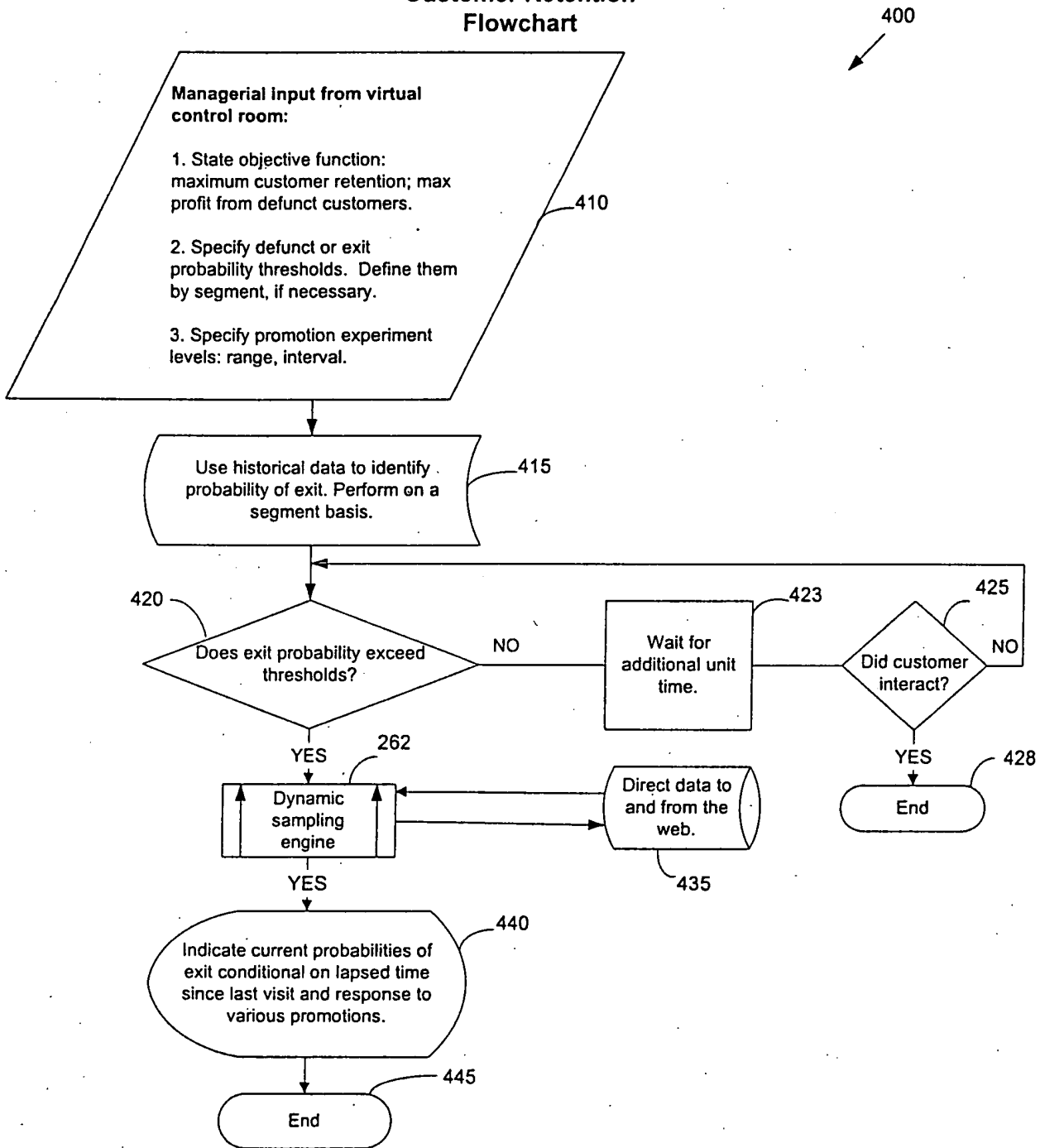


Fig. 4